



Turning Conflict into Success!

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"HOUSEKEEPING?"



- ▶ Please put phones on a setting that will not disturb others
- ▶ Take notes
- ▶ GGG
- ▶ HAVE A BLAST...*or don't...do you BooBoo* 🙄



A LITTLE ABOUT ME (PROFESSIONALLY)

- ▶ *Director of Human Resources/People*
- ▶ *Fractional HR executive, Consultant, & Advisor*
- ▶ *20,000+ hours in Human Resources*
- ▶ *GPHR, SPHR & SHRM-SCP Certified*
- ▶ *12+ years as an HR Leader*
- ▶ *15+ years as a Public Speaker*
- ▶ *10+ years building HR Departments from the ground up*
- ▶ *Continual Learner*
- ▶ *Integrator & Contributor*



A LITTLE ABOUT ME (PERSONALLY)

- ▶ *Born & raised in Oklahoma*
- ▶ *#GIRLDAD to a **beautiful** 7-year-old daughter*
- ▶ *Gym-junkie (Lost over 120lbs)*
- ▶ *Like to dance*
- ▶ *LOVE 'car'aoke (move over James Gordan!!)*

WHY
ARE WE
HERE





CONFLICT



CONFLICT EVERYWHERE

Why the
conflict?

The background features abstract, overlapping geometric shapes in shades of teal and yellow. The shapes are primarily triangles and polygons, creating a dynamic, layered effect. The teal shapes are more prominent in the upper right, while yellow shapes are more prominent in the lower right and bottom left. The overall composition is clean and modern.

A meme featuring a man in a dark suit and a gold watch, looking thoughtful with his hand to his forehead. The background is a blurred outdoor setting with a building and a sign that says "Opening Mon Tue-Thu Fri-Sat Sunday".

**I'm considering
becoming
a mind reader...**

What are your thoughts?



Conflict Breakdown



Trigger



Surface Issue



Root Cause

Question 1

- ▶ *“Can you teach me your point of view?”*

Next Step...

- ▶ *“Read their mind”*

Last Question

- ▶ *“Can I teach you my point of view?”*

What are your peers saying?

- ▶ *“My wife said she felt truly understood for the first time in our marriage.”*
- ▶ *“I tried this on my coworker when I left your session, and I was shocked that I ended up being the problem!”*
- ▶ *“This would have guaranteed my promotion last year.”*
- ▶ *“My kids and I are closer because he knows I’m listening to understand, not just respond.”*



Stay Connected!

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